

# HOW TO VIEW TEST HISTORY AT THE TIME OF CREDENTIAL ISSUANCE ONLINE KNOWLEDGE EXAM

We're excited to introduce a new partnership between Service Oklahoma and KnowTo Drive, aimed at enhancing the way Oklahomans access and complete their written knowledge exams. Starting soon, customers will have the convenience of taking their written Class D knowledge exams online.

After completing their exam online, customers can simply visit a Service Oklahoma location or a Licensed Operator to receive their credential. In this document, we'll walk through how this new testing process will be integrated into our existing credential issuance workflow to ensure a seamless experience for both our team and the customers we serve.

## Credential Issuance Workflow

After a customer has passed a written knowledge exam for a Class D license (motorcycle testing will be added later), we must verify their test history before issuing a credential in-store.

### 1) Before checking the customer's scores in the new KnowTo Drive Oklahoma Repository, check testing history in Auto Test.

Even though Service Oklahoma will now be using KnowTo Drive testing services, written knowledge exam scores in Auto Test will remain valid for up to one year. This is why it is important to check both Auto Test and KnowTo Drive, to ensure a customer's testing history is properly tracked.

After the initial one year, it will no longer be necessary to check a driver's testing history in Auto Test.

Customer Number:		Driver License #:		First Name:				Last Name:										
Cust ID	Driver License Number	Applica Name	Test Date	Start Time	End Time	Service Center	Station ID	Examinee	Test Categor	Test Type	Test ID	Test Mode	Language	Question Answer	# Correct	# Incorrect	Score	Test Status
			11/5/202	09:53:51	04:03:09	Tahlequa	128		Non Commer Driver License	Basic Law (Class D)	1115-8378	Comput	English	17	15	2	75.00	Passed

### 2) Log into your computer with your Service Oklahoma login information.

Then, open the KnowTo Drive repository.

In the app portal, **select "Open Application" under "Oklahoma Repository"**.



### 3) There are multiple options on the next screen. You can search for customers using either:

- **Find transactions**
- **View reports**

	<b>Find transactions</b> is great for finding specific information about a transaction.
	<b>View reports</b> provides powerful summaries and statistical data.
	<b>Administration</b> contains management features such as login maintenance and administrative reports.
	<b>Documents</b> is a repository for anything you need to store such as manuals or important procedures.

### 4) If "View Reports" is selected, **click on the "Drive History" report** to open the report builder page.

5) Select either the Driver's ID or Name and then type in the information.

Click **"Show Report"**. As you can see, all the test scores are listed for this customer.

### DRIVER HISTORY

Driver ID:  Run Date:

Search By:  
☒ Driver ID ☐ Driver Name

Driver ID:

**SHOW REPORT**

PREVIOUS

MAIN MENU

PRINT

EXPORT

LOGOUT

DriverName	Exam	Date	Duration	Language	Score	Status	Office	Machine			
	N Class 7	12/29/15 12:45P	00:12	English	53%	FAIL	P250	0002	Details		
	N Class 7	8/9/16 10:06A	00:08	English	46%	FAIL	P242	0001	Details		
	N Class 7	5/16/17 3:01P	00:13	English	83%	PASS	P237	0004	Details		
	Class 5 Exam	4/3/19 11:31A	00:37	English	99%	FAIL	P231	1813	Details	Photos	GPS Trail
	Class 5 Exam	1/28/20 11:08A	00:24	English	99%	FAIL	P250	1878	Details	Photos	GPS Trail
	Class 5 Exam	3/12/20 10:59A	00:30	English	35%	PASS	P250	****	Details	Photos	GPS Trail

6) If **"Find Transactions"** is selected, **search options include the customer's name, ID number, or birthday.**

Select the preferred search option, and type in the customer's information.

7) **At the top of each page in the Repository, there is a navigation bar.**

There are options to go back to the main menu, log out, and either go backwards or forward to a previous page.



8) **After checking both the KnowTo Drive and AutoTest repositories for the customer's testing history, find the customer's account in D365, and input the testing information as you've done previously.**

**Note:** If an online test was used, please put **"Online"** as the **"Testing Location"**.

Dynamics 365

Investigation

Customer Identities

New Application Data

SAVE

SAVE & CLOSE

NEW

DEACTIVATE

SHARE

WORD TEMPLATES

MARK FOR FRAUD

PROPERTIES

SHOW HELP PAGE ID

EXAM: BASIC LAW AND SKILLS

Standard Driving Basic Law

Customer Identity

Transaction Id

Test Information

General

Type

Standard Driving Basic Law

Expiration Date

12/18/2025 12:00 AM

Test Version

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Examiner Notes

Administration Information

Date Administered

12/18/2024 12:00 AM

Tester Type

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Tester Location

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Examiner

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